We Claim:

1. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center over a plurality of communications media, said system including:

(a) a first means for establishing a IP communications link between a customer and a company web server;

(b) a second means for determining resource availability at said call center for said customer, and identifying an agent at said call center available to communicate with said customer;

(c) a third means for establishing a second communications link between call center and said customer;

(d) a contact server for managing and synchronizing simultaneous IP communications between:

(i) said web server and said call center, and;

(ii) said web server and said customer;

whereby said agent and said customer may each view said IP communications links while communicating with each other over said second communications link.

2. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 1, wherein said third means includes a telephony automatic call director and a telephony server

3. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 2, wherein said contact server communicates with said automatic call director through said telephony server.

4. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 1, wherein said IP communications

includes a link which enables a customer to request a call back if an agent is not available.

5. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 1, wherein said third means enables communication with said customer with a communications protocol selected from the group of broadband telephony, TCP/IP, SMTP, chat, internet telephony or internet video.

6. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 1, wherein said system includes a data base server to authenticate a customers entitlements at said call center.

7. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 4, wherein said second means includes a data base server to match the qualifications of a call center agent to a customers

call back request.

8. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 1 wherein said system further includes a data base server for providing access to data relating to services provided by the company to the customer.

9. In a communications network, a system for establishing and maintaining communications between a customer and a business having a call center as claimed in claim 1, wherein said system further includes first and second linked web servers separated by a security means, with said first web server communicating with said agent, and said second web server communicating with said customer, said second web server providing at least one Java applet to said customer over said IP communications link.

10. In a communications network, a method for establishing and maintaining communications between a customer and a call center over a plurality of communications media, said method comprising the

steps of:

(a) establishing a html communications link between a customer and a company web server which enables the customer to request a call back;

(b) determining resource availability at said call center for said customer, and identifying an agent at said call center available to communicate with said customer;

(c) establishing a second communications link between call center and said customer;

(d) managing and synchronizing simultaneous html communications between:

(i) said web server and said call center, and;

(ii) said web server and said customer;

whereby said agent may communicate with said customer over said second communications link while each views said

simultaneous html communications links.

11. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 10, wherein said step of establishing said second communications link includes establishing a telephony link with said customer.

12. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 10, which further includes the step of enabling the customer to request a call back from an agent if an agent is not available.

13. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 10, wherein said step of establishing a second communication link enables communication with said customer with a communications protocol selected from the group of broadband telephony, TCP/IP, SMTP, chat, internet telephony or internet video.

14. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 10, which further includes the step of authenticating a customers entitlements at said call center.

15. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 10, wherein said method further includes the step of matching the qualifications of a call center agent to a customers call back request.

16. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 10, which further includes the step of providing customer and agent access to data relating to services provided by the company to the customer.

17. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 16, which further includes the step of providing

access to data relating to trouble tickets on services provided by the company to the customer.

18. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 10, which further includes the step of synchronizing first and second web servers with fixed IP addressed to provide security for company data, with said first web server communicating with said agent, and said second web server communicating with said customer.

19. In a communications network, a method for establishing and maintaining communications between a customer and a call center as claimed in claim 18, which further includes the step of communicating at least one Java applet from said second web server to said customer over said IP communications link.

20. In a communications network, a system for continuing communication between a customer and a call center on a call back basis, said communication enabled over a plurality of communications media, said

system including:

(a) a first means for establishing a html communications link between a customer and a company web server;

(b) an http communications means for enabling a customer to request a call back from said call center;

(c) a second means for determining resource availability at said call center for said customer, and identifying an agent at said call center available to communicate with said customer;

(d) a third means for establishing a call back communications link between said call center and said customer;

whereby a call center agent may establish a call back communications link with said customer in response to the customer's http request.

21. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim

20, wherein said third means includes a telephony automatic call director and a telephony server to facilitate communication from said call center to said customer.

22. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 20, wherein said third means enables communication with said customer with a communications protocol selected from the group of broadband telephony, TCP/IP, SMTP, chat, internet telephony or internet video.

23. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 20, wherein said second means includes a contact server to match the qualifications of a call center agent to a customers call back request.

24. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 23, wherein said contact center reserves a qualified

call center agent for call back services.

25. In a communications network, a method for continuing communication between a customer and a company call center on a call back basis, said communication enabled over a plurality of communications media, said method including the steps of:

(a) establishing a IP communications link between a customer and a company web server;

(b) downloading an http communications means to said customer to enable a customer to request a call back from the call center;

(c) determining resource availability at the call center for said customer, and identifying an agent at said call center available to communicate with said customer;

(d) establishing a call back communications link between said call center and said customer;

whereby a call center agent may establish a call back communications link with said customer in response to the customer's http call back request.

26. In a communications network, a method for continuing communication between a customer and a company call center on a call back basis as claimed in claim 25, which further includes the step of matching the qualifications of a call center agent to a customers call back request.

27. In a communications network, a method for continuing communication between a customer and a company call center on a call back basis as claimed in claim 25, which further includes the step of reserving a qualified call center agent for call back to the customer.

28. In a communications network, a method for continuing communication between a customer and a company call center on a call back basis as claimed in claim 25, wherein said agent establishes said call

back communications link via telephony though an telephony automatic call director and a telephony server.

29. In a communications network, a method for continuing communication between a customer and a company call center on a call back basis as claimed in claim 25, wherein agent establishes said call back communications link with a communications protocol selected from the group of broadband telephony, TCP/IP, SMTP, chat, internet telephony or internet video.

30. In a communications network, a system for continuing communication between a customer and a call center on a call back basis, said communication enabled over a plurality of communications media, said system including:

(a) a first means for establishing a html communications link between a customer and a company web server and enabling a call back request by the customer;

(b) a second means for determining resource availability at said call center

for said customer and said call back request, and identifying an agent at said call center available to communicate with said customer;

(c) a third means for establishing a call back communications link between said call center and said customer;

(d) a contact server for managing and synchronizing simultaneous html communications between:

(i) said web server and said call center, and;

(ii) said web server and said customer:

whereby said agent establish a call back communications link with said customer while said contact server synchronizes said simultaneous html communications links between said web server and customer, and said web server and said agent.

31. In a communications network, a system for continuing communication between a customer and a

call center on a call back basis as claimed in claim 30 in which said customer call back request is triggered by running a Java applet embedded in the html communication to the customer.

32. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 31 in which an agent is reserved for said customer call back request when an agent not available at the time the request is entered by the customer.

33. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 30 in which said third means includes a telephony automatic call director and a telephony server managed by a contact server.

34. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 30 wherein said third means enables communication with said customer with a communications protocol selected from the group of broadband telephony, TCP/IP, SMTP,

chat, internet telephony or internet video.

35. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 30 wherein said second means includes a data base server to match the qualifications of a call center agent to a customers call back request.

36. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 30 wherein said system further includes a data base server for providing access to data relating to services provided by the company to the customer.

37. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 36 wherein said data base server provides access to the current status of trouble tickets filed by the customer with the company.

38. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim

30 wherein said system further includes first and second linked web servers separated by a security means, with said first web server communicating with said agent, and said second web server communicating with said customer.

39. In a communications network, a system for continuing communication between a customer and a call center on a call back basis as claimed in claim 38 said second web server downloads at least one Java applet to said customer at the time said html communications link is established.

40. In a communications network, a method for continuing communication between a customer and a call center on a call back basis, said call back communications enabled over a plurality of communications media, said method comprising the steps of:

(a) establishing a html communications link between a customer and a company web server which enables the customer to request a call back;

(b) determining resource availability

at said call center for said customer, and identifying an agent at said call center available for call back communication with said customer;

(c) establishing a second communications link between call center and said customer;

(d) managing and synchronizing simultaneous html communications between:

(i) said web server and said call center, and;

(ii) said web server and said customer;

whereby said agent may communicate with said customer over said second communications link while each views said simultaneous html communications links.

41. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40, said method comprising the step of triggering said customer call back request by running a Java applet

embedded in an html communication received by the customer.

42. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40, said method comprising the steps of reserving a call back agent for said customer call back request when an agent is not available at the time the request is entered by the customer.

43. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40, said method comprising the steps of establishing a telephony communications link through a telephony server managed by a contact server.

44. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40 wherein said agent establishes communication with said customer with a communications protocol selected from the group of broadband telephony, TCP/IP, SMTP, chat, internet telephony or internet video.

45. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40 which further includes the step of matching the qualifications of a call center agent to a customers call back request.

46. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40 which further includes the step of providing access to data relating to services provided by the company to the customer.

47. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40, said method comprising the steps of providing access to the current status of trouble tickets filed by the customer with the company.

48. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40, said method comprising the steps of linking first

and second web servers through a security protocol, with said first web server communicating with said agent, and said second web server communicating with said customer.

49. In a communications network, a method for continuing communication between a customer and a call center on a call back basis as claimed in claim 40, said method comprising the steps of downloading at least one Java applet to said customer at the time said html communications link is established.

50. A contact server for managing communications between a customer and a company, wherein said customer has http access to a company http web server, and said company has a customer call center having a telecommunications telephony server, said system including:

(a) a first means for establishing a http communications link between the customer and the company http web server, which link requests an additional communication from said company call center;

(b) second means for determining resource availability at said call center for said customer, and identifying an agent at said call center available to communicate with said customer;

(c) a data link between said contact server and said telecommunications telephony server to enable said agent in said call center to establish a telephony communications link with said customer;

(d) said contact server managing and synchronizing simultaneous html communications between:

(i) said web server and said call center, and;

(ii) said web server and said customer;

whereby said agent and said customer may each view said html communications links while simultaneously communicating with each other over said telephony communications link.

51. A contact server for managing communications between a customer and a company as claimed in claim 50, said server receiving a call back request from said html communications link and notifies said telecommunications telephony server if an agent is available.

52. A contact server for managing communications between a customer and a company as claimed in claim 50, said server receiving a call back request from said html communications link and reserves a an agent for future communications if an agent is available.

53. A contact server for managing communications between a customer and a company as claimed in claim 51, wherein said contact server matches a set of qualifications with a customer's requirements prior to notifying said telecommunications telephony server.

54. A contact server for managing communications between a customer and a company as claimed in claim 51, wherein said contact server matches a set of customer entitlements with a set of

entitlements maintained for a customer's IP address prior to notifying telecommunications telephony server.

55. A contact server for managing communications between a customer and a company as claimed in claim 51, wherein said contact server also synchronizes an additional IP link to a call center manager.

56. A contact server for managing communications between a customer and a company as claimed in claim 51, wherein said contact server may also synchronize an additional IP communications link with said customer with a communications protocol selected from the group of broadband telephony, TCP/IP, SMTP, chat, internet telephony or internet video.

57. A method of managing communications between a customer and a company, wherein said customer has http access to a company http web server, and said company has a customer call center having a telecommunications telephony server, said method comprising the steps of:

(a) establishing a http communications link between the customer and the company http web server, which link receives a request from a customer for an additional communication from said company call center;

(b) determining resource availability at said call center for said customer, and identifying an agent at said call center available to communicate with said customer;

(c) initiating a data link to the telecommunications telephony server to enable said agent in said call center to establish a telephony communications link with said customer;

(d) managing and synchronizing simultaneous html communications between:

(i) said web server and said call center, and;

(ii) said web server and said customer;

while simultaneously managing the data link with the telecommunications telephony server;

whereby said agent and said customer may each view said html communications links while communicating with each other over said telephony communications link.

58. A method of managing communications between a customer and a company as claimed in claim 57 which method further comprises the step of receiving a call back request from said html communications link and notifying said telecommunications telephony server if an agent is available.

59. A method of managing communications between a customer and a company as claimed in claim 57 which method further comprises the step of receiving a call back request from said html communications link and reserving an agent for future communications if an agent is available.

60. A method of managing communications between a customer and a company as claimed in claim

57 which method further comprises the step of matching a set of qualifications with a customer's requirements prior to notifying said telecommunications telephony server.

61. A method of managing communications between a customer and a company as claimed in claim 57 which method further comprises the step of matching a set of customer entitlements with a set of entitlements maintained for a customer's IP address prior to notifying telecommunications telephony server.

62. A method of managing communications between a customer and a company as claimed in claim 57 which method further comprises the step of synchronizing an additional IP link to a call center manager.

63. A method of managing communications between a customer and a company as claimed in claim 57 which method further comprises the step of synchronizing an additional IP communications link with said customer with a communications protocol

selected from the group of broadband telephony, TCP/IP, SMTP, chat, internet telephony or internet video.

64. An interactive method of synchronizing web page displays between a customer and company support personnel at a plurality of locations over a TCP/IP communications link, wherein said customer and said support personnel have push/pull http access to a company http web server said method comprising the steps of:

(a) establishing a http communications link between the customer having a known IP address and the company http web server, which link receives a request from a customer for an additional communication with company support personnel;

(b) relaying said known IP address to said company support personnel

(c) registering the company support personnel with a contact server using the customers IP address, and establishing a

synchronizing data link between said web server and said contact server;

(d) replicating connections by IP address on said contact server to enable simultaneous displays of any requested html data page or URL at each location. and simultaneous execution of any local Java applets associated with said html data page or new URL.

65. An interactive method of synchronizing web page displays between a customer and company support personnel at a plurality of locations over a TCP/IP communications link as claimed in claim 64 which further includes the step of replicating connections by IP address on said contact server to enable simultaneous execution of any local Java applets associated with said html data page.

66. An interactive method of synchronizing web page displays between a customer and company support personnel at a plurality of locations over a TCP/IP communications link as claimed in claim 64 which further includes the step of replicating

connections by IP address on said contact server to enable simultaneous execution and display of data transmitted by a second IP communications link.

67. A system for synchronizing web page displays viewed by a customer and company support personnel at a plurality of locations over a TCP/IP communications link, wherein said customer and said support personnel have push/pull http access to a company http web server said system comprising:

(a) a web server for establishing a http communications link with a customer having a known IP address, which link receives a request from a customer for an additional communication with company support personnel;

(b) a contact server for matching said customer to said company support personnel and then registering the company support personnel with the customers IP address to establish a synchronous data link between said web server and said contact server;

(c) means for replicating connections by IP address on said contact server to enable simultaneous displays of any requested html data page or URL at each location.

68. A system for synchronizing web page displays viewed by a customer and company support personnel at a plurality of locations over a TCP/IP communications link as claimed in claim 67, wherein said means for replicating connections by IP address provides simultaneous execution of any local Java applets associated with said html data page.

69. A system for synchronizing web page displays viewed by a customer and company support personnel at a plurality of locations over a TCP/IP communications link as claimed in claim 67, wherein said system further synchronizes web page displays and a second form of TCP/IP communications between a customer and a call center agent over a TCP/IP communications link.

70. A system for synchronizing web page displays viewed by a customer and company support

personnel at a plurality of locations over a TCP/IP communications link as claimed in claim 68, wherein said java applet triggers a call back request for a call center agent over a telephony communications link.

71. A system for synchronizing web page displays viewed by a customer and company support personnel at a plurality of locations over a TCP/IP communications link as claimed in claim 68, wherein said contact server reserves a call center agent if an agent is not then available.